

Medicaid Waiver Management Application

Fact Sheet

What Is Medicaid Waiver Management Application?

Medicaid waiver programs assist thousands of Kentucky residents with a wide range of special needs through community based services as an alternative to facility based care. The Cabinet for Health and Family Services (CHFS) has launched the Medicaid Waiver Management project which will have a direct and positive impact on the quality and cost of services that we deliver to these individuals.

The Medicaid Waiver Management Application (MWMA) is an output of the Medicaid Waiver Management project. MWMA is a comprehensive system designed to provide automated capabilities for application intake, functional assessment, eligibility determination, case management, and reporting. This technology solution will allow CHFS and its business partners to manage the waiver programs and services using an integrated, person-centric approach to service planning and delivery.

The consumer self-service functionality of the MWMA will also enable consumers to take a more integrated approach to their waiver program and support plans, and preferences. This immediate and real time access will help to reduce the time between Medicaid determination, information and referral, and waiver eligibility, thus further strengthening the foundation for a single entry point system for the Commonwealth's long-term and supportive services.

Why develop MWMA?

The current Medicaid waivers are supported using a combination of paper processes, email spreadsheets, and a variety of databases and provider-specific systems. MWMA will:

- Standardize and automate essential waiver program processes in compliance with key requirements of the Affordable Care Act (ACA);
- Provide an integrated view of each consumer's services and supports;
- Establish a self-service capability enabling individuals and their families to learn about and apply for available community based services;
- Enable a person-centered approach to service planning and delivery; and
- Integrate with existing Commonwealth systems, thus ensuring consistency across programs and technology.

How will MWMA benefit waiver support staff?

Once implemented, MWMA will:

- Provide access to complete, relevant and up to date information regarding individuals;
- Improve efficiencies, allowing case managers, case supervisors and other waiver support staff to devote time to other key job functions;
- Provide access to comprehensive data for individuals served by the waivers;
- Establish a time reporting capability for consumer directed option thereby reducing data entry time and errors; and
- Allow waiver staff to provide information to individuals and families, enabling them to make more informed choices.

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Who will use MWMA?

Individuals and their families, Waiver Application Reviewers, Case Managers, Case Supervisors, Level of Care (LOC) Assessors, and Plan of Care Reviewers will be the first to use MWMA for the following functions:

- Application and Assessment
- Eligibility and Enrollment
- Individual Service Plan Development
- Case Management
- Incident Reporting

When will MWMA be implemented?

The initial wave of MWMA functionality will be deployed in Spring 2015 including application submission, initial assessment, eligibility and enrollment, support plan development, and case management. Additional functionality, planned for release in late 2015, will bring further integration between MWMA and existing systems as well as standardized level of care and needs assessment instrument, CDO time reporting, incident management, and self-service.

Will waiver support staff receive training on MWMA?

Training will take place starting approximately two months before the MWMA is implemented and will consist of classroom training supplemented by online training. Training materials will include job aids that will be provided to users.

How will information about MWMA be communicated?

CHFS is planning ongoing communications that will keep system users informed of rollout and training plans. An effort is currently under way to consolidate contact information for waiver stakeholders, and communications are expected to commence in the next few weeks.